

UPDATED PASSWORD STANDARDS FROM THE PACER SERVICE CENTER (“PSC”)

The Administrative Office of the United States Courts requested that the following information regarding the Public Access to Court Electronic Records Service Center ("PSC") be disseminated broadly to reduce PSC telephonic wait times and call volume:

Beginning August 17, 2026, PACER users who have not updated their password in the last 18 months will be randomly selected to update their password to comply with updated password standards. Strong passwords are essential in safeguarding systems from unauthorized access.

According to the updated standards, new passwords must:

- Contain 14-45 characters.
- Contain at least one lowercase letter, one uppercase letter, and one special character (all special characters are allowed).
- Not contain any part of your first name, last name, username, or email address.

IMPORTANT: All PACER users must update their password every 180 days to reduce the risk of extended use of compromised passwords.

NOTE: Impacted users will be prompted to update their password upon login. Users can skip the process three times before their account is locked. Once an account is locked, users will not be able to perform any activity until they change their password. **Users are encouraged to update their password as soon as possible.**

In preparation, users should ensure that they know their security questions and answers and have access to the email address associated with their PACER account in the event they need to reset their password. If users do not know their security questions and answers, they should contact the PSC for assistance. Users sharing their account should coordinate with their teams to avoid locking each other out. Finally, if utilizing third-party software, users should check with their provider to determine whether they need to take any additional action as it relates to that software.

If you have any questions, please contact the PSC at (800) 676-6856 or pacer@psc.uscourts.gov. The PSC hours of operation are Monday through Friday from 8:00 a.m. to 6:00 p.m Central Time.

NOTE: THE CLERK'S STAFF, INCLUDING THE CM/ECF HELP DESK, CANNOT PROVIDE ASSISTANCE WITH RESETTING YOUR PACER PASSWORD.